




Non-Emergency Medical Transportation



Speakers




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Objective

At the conclusion of this presentation, participants will:

Recognize the Medicaid rules of non-emergency medical transportation (NEMT) and how to apply them.



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Goals

- Identify general Medicaid-covered NEMT benefits
- Identify methods States can use to authorize available non-emergency transportation options
- Identify common medical transportation fraud and abuse issues

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Code of Federal Regulations

Medicaid NEMT is covered under the Code of Federal Regulations.

States are required to furnish Medicaid NEMT services using the most appropriate mode of transportation for eligible, qualified beneficiaries.



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Unmet Transportation Need

Unmet transportation needs can include:

- No valid driver's license
- No available, working vehicle in the household
- Other situations, such as no money for gas

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Emergency Transportation Is Different

- Medical needs are immediate
- Symptoms are severe
- Symptoms may be life-threatening (for example, heart attack)
- Symptoms may be due to a serious event (for example, automobile accident)



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Non-Emergency Medical Transportation

- Covers transportation to and from medically necessary services
- State Medicaid programs may vary on what types of transportation services qualify for reimbursement, such as cars, taxis, and mass transit systems



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State Rules of Non-Emergency Medical Transportation

- May vary by State
- Must have a Medicaid contract



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State Rules of Non-Emergency Transportation Continued

- Loaded mileage—beneficiary must be in the vehicle
- Location, location, location
- Wait times are not usually reimbursable



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Types of Transportation

- Wheelchair vans
- Taxis
- Stretcher cars
- Buses
- Other State Medicaid agency (SMA) approved transportation



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Knowledge Check

For a transportation provider to receive reimbursement for furnished services, a transported beneficiary must:

- Have his or her own car
- Be ineligible for Medicaid
- Be eligible for Medicaid
- Take an ambulance



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Transportation Entities

- States
- Brokers
- Managed care plans
- Transportation companies



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Transportation Drivers

Drivers must be:

- Licensed
- Qualified
- Competent
- Courteous



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Qualified Vehicles

- Proof of ownership
- Safe
- Legally licensed
- Well-maintained
- Current license plates
- Liability insurance



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Knowledge Check

True or False?

State Medicaid transportation services can only be furnished by the State.



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Fraud and Abuse in Medical Transportation

Most transportation providers want to do the right thing. Those providers:

- Bill claims properly
- Follow Medicaid rules
- Understand fraud schemes
- Take time to learn preventive strategies

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Fraud and Abuse in Medical Transportation—Fraud

“An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to self or some other person.”



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Fraud and Abuse in Medical Transportation—Abuse

Abuse is defined as “practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or fail to meet professionally recognized standards for health care.”

ABUSE

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Real Life Fraud Scheme Services Not Rendered

- Independent provider
- Falsified trip records



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Real Life Fraud Scheme Services Not Rendered

Billed expensive ambulance services.



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Real Life Fraud Scheme Vehicles

- Unnecessary services
- Vehicles were not modified according to Medicaid rules



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Real Life Fraud Schemes Travel Vouchers

Taxi driver:

- Accepted Medicaid vouchers for nonmedical locations
- Purchased unused vouchers
- Charges exceeded actual services
- Lifetime exclusion



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Real Life Fraud Scheme Unqualified Drivers

- Owner convicted of falsifying drivers' records
- Ordered to pay a \$10,000 fine and court costs



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Tips for Preventing Medical Transportation Fraud

- Document what the State wants
- Verify documented services
- Bill correctly



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Tips for Preventing Medical Transportation Fraud—Documentation

Follow State documentation requirements. At a minimum include the:

- Beneficiary's name
- Medicaid Identifier
- Locations of pickup and drop-off
- Date and time of pickup and drop-off
- Loaded mileage

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Tips for Preventing Medical Transportation Fraud—Verify Services

It is management's responsibility to:

- Verify information
- Make random survey calls



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Tips for Preventing Medical Transportation Fraud—Billing Accurately

NOTICE: "Any person who knowingly files a statement of claim containing any misrepresentation of any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties."



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Final Action Check for Excluded Individuals and Parties

- Use the List of Excluded Individuals and Entities (LEIE)
- Use the System for Award Management (SAM)
- Check monthly



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Report It!

- SMA and Medicaid Fraud Control Unit
<http://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/FraudAbuseforConsumers/Downloads/sma-fraudcontacts-february2014.pdf>
- U.S. Department of Health and Human Services, Office of Inspector General (HHS-OIG)
Phone: 1-800-447-8477 (1-800-HHS-TIPS)
TTY: 1-800-377-4950
Fax: 1-800-223-8164
E-mail: HHSTips@oig.hhs.gov
Website: <https://forms.oig.hhs.gov/hotlineoperations>

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Conclusion

We are all enlisted to prevent fraud and abuse!



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Questions



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